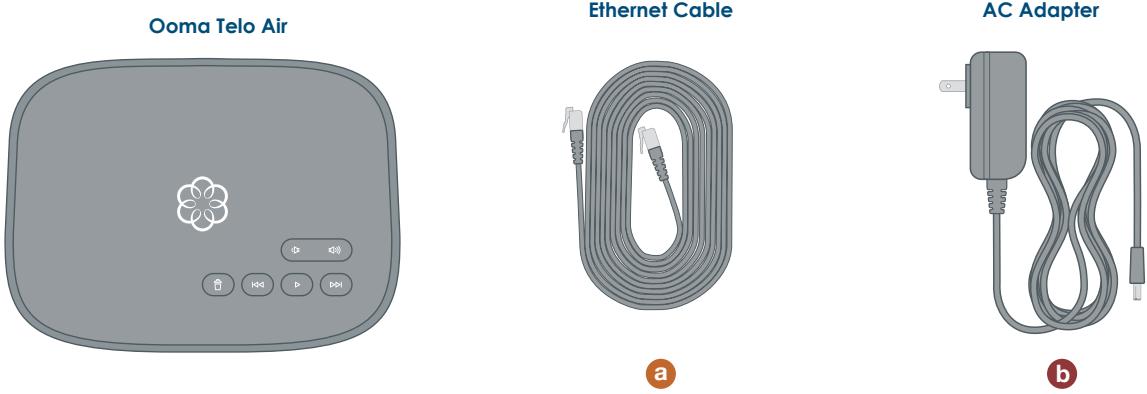




700-0127-400

### Ooma Telo Air® Package Contents



### Getting Started

Installing Ooma is easy! In fact, most users are up and calling in less than 15 minutes. This guide will walk you through setting up your Ooma Telo Air and introduce the basics of using your Ooma service.

#### Have a Question or Need Assistance?

Here is where you can look for help:

Knowledge base: [www.ooma.com/support](http://www.ooma.com/support)  
User manuals: [www.ooma.com/userguide](http://www.ooma.com/userguide)  
Community forum: [www.ooma.com/forums](http://www.ooma.com/forums)  
Live Customer Care: 1-888-711-6662 (US)  
1-866-929-6662 (Canada)

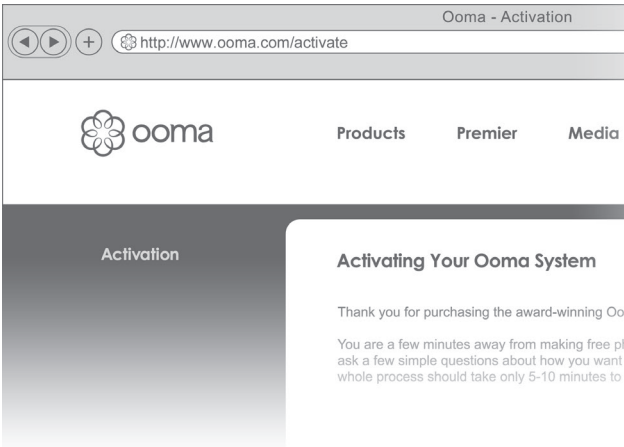
Go to **Step 1**

## Step 1 Activate Online

Begin by activating your Ooma Telo Air device online. Locate the seven-digit activation code printed on the bottom of the Telo.

Next, navigate a web browser to:

<http://www.ooma.com/activate>



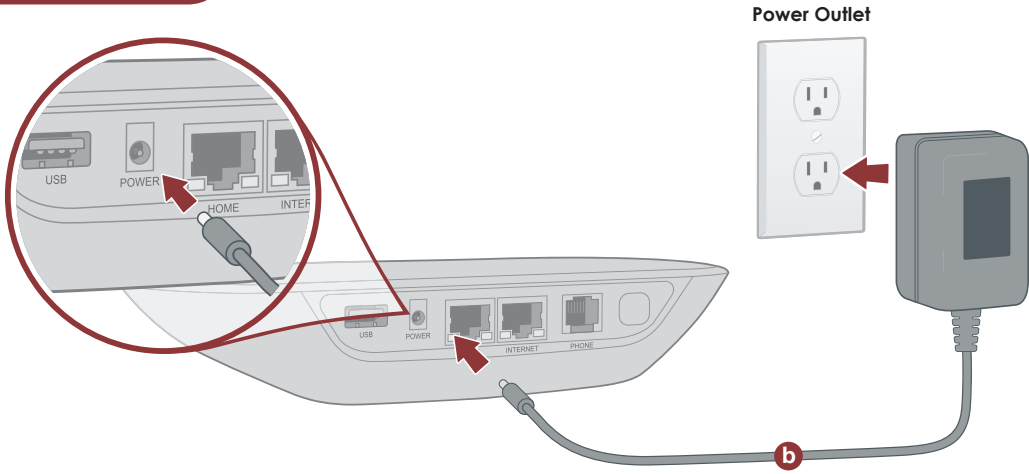
The activation wizard will guide you through:

- Selecting a phone number
- Registering your 911 address
- Adding billing information
- Creating your My Ooma account

You'll receive an email confirmation once your device is activated.

Go to **Step 2**

## Step 4 Power On



#### Plug in your Ooma Telo Air

Plug the provided AC adapter **b** into the **POWER** port. It is normal for the lights on the Telo Air to blink for a couple of minutes while it boots up.

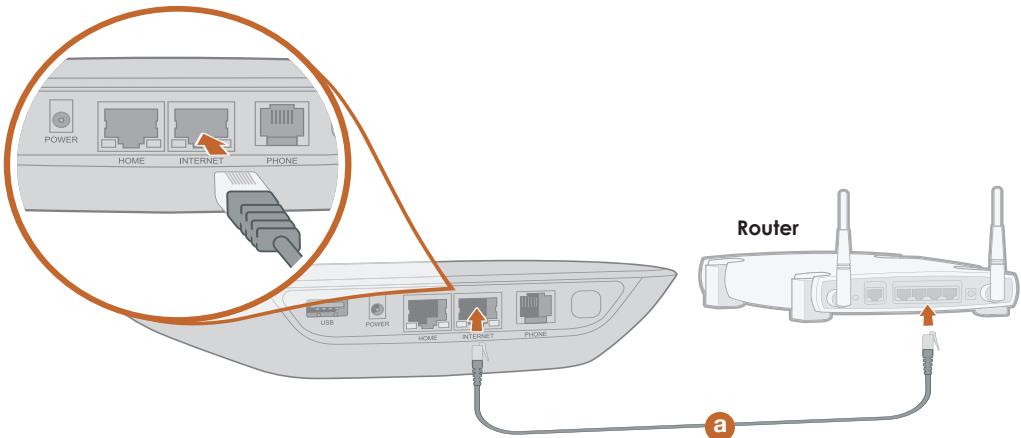
The Ooma logo will light up blue once the device is ready to be used. Pick up the phone and listen for the musical Ooma dialtone to confirm that your set up is complete.



If your device requires a software upgrade, the Ooma logo will blink purple while it is downloading the newest version.

This may take 5-10 minutes depending on the speed of your Internet connection. **Do not unplug the Telo Air while it is upgrading. It will automatically reboot after the upgrade is complete.**

## Step 2 Connect To Your Router



#### Connect the Ooma Telo Air to your Router

Using the included Ethernet cable **a**, connect the **INTERNET** port of the Telo Air to an open Ethernet port on your router.

#### Alternative Setup Options

While we recommend that you begin with this setup, the Ooma Telo Air is flexible enough to fit into any home network. Please see the back side of this guide for other network installation

Go to **Step 3**

## Congratulations, You're Done!

#### Place your first phone call

Pick up the phone you connected to the Ooma Telo Air and dial just like you always do. Call a friend or family member and experience firsthand the quality of Ooma PureVoice™ technology. While you are at it, you might want to tell them about Ooma!



#### Set up your voicemail

Initializing your voicemail account takes only a few minutes. To get started, pick up the phone connected to the Ooma Telo Air and press the **Play** key on the Telo.

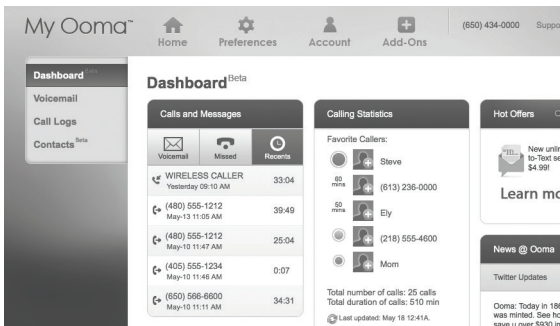
The system will walk you through configuring your account and recording a personal greeting.

#### Check out My Ooma

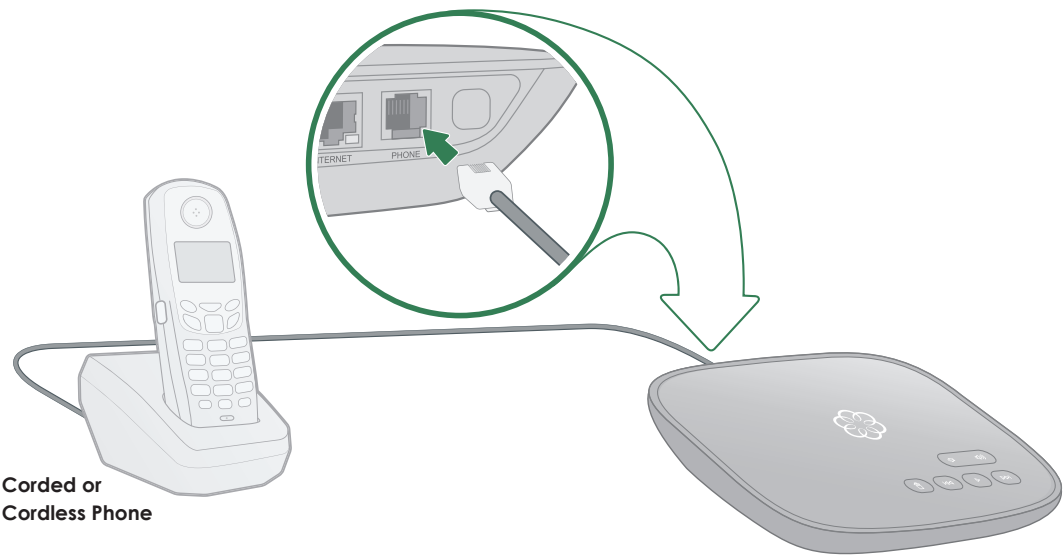
Access your online control panel at [my.ooma.com](http://my.ooma.com). Here you'll unlock the capabilities of your system:

- Check voicemail and call logs
- Configure preferences and set up advanced features
- Purchase additional services and add-ons

And much more! The first time you log in, our Setup Wizard will help you configure our most popular features.



## Step 3 Connect Your Phone

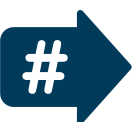


#### Plug your phone into the Ooma Telo Air

Using your existing phone cable, plug your corded phone or cordless phone base station into the **PHONE** port.

Go to **Step 4**

## What's Next?



#### Transfer your phone number

In most areas, you can port your existing phone number to Ooma for a one-time fee. You must maintain phone service with your current provider until the porting process is completed, which usually takes about 3-4 weeks. To check availability, to learn more, or to get started, please visit: [my.ooma.com/port](http://my.ooma.com/port)



#### Explore Ooma Premier™

Ooma Premier is a bundle of enhanced calling features that will get your home phone service firing on all cylinders! Each Ooma Telo includes a free trial of Ooma Premier, giving you the chance to test drive more than 25 premium calling features.

See the *Ooma Premier* section for an overview of our most popular features. To learn more about all the features and benefits included in a subscription to Ooma Premier, go to: [my.ooma.com/premier](http://my.ooma.com/premier)

More information  
on the other side



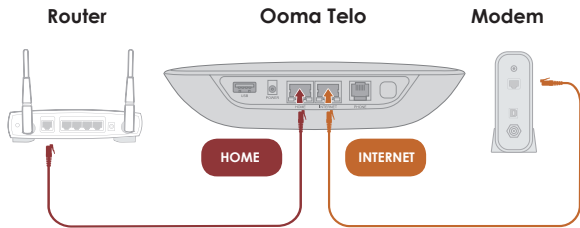
Alternative Setup Options

The Ooma Telo Air is flexible enough to work in almost any home network and with a variety of devices. Review the following options to see if any of them apply to your situation.

Option A Install Telo Air between modem and router

Installing the Telo Air between your modem and router will result in the best voice quality. This setup allows Ooma to prioritize your phone calls over other network traffic. Don't worry, this won't slow down your Internet connection.

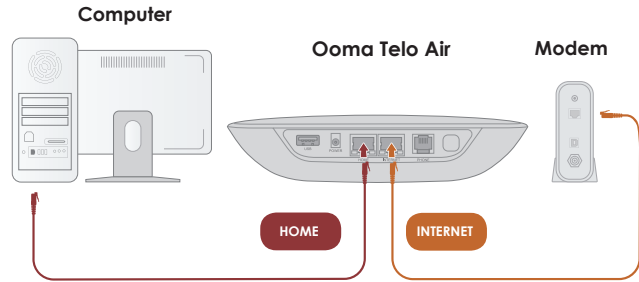
- 1 Locate the Ethernet cable that connects your modem to your router. Unplug the modem end of the cable and plug it into the **HOME** port of the Telo Air.
- 2 Use the included Ethernet cable and connect the **INTERNET** port of the Telo Air to your modem.
- 3 Reboot your modem and router.



Option B Install Telo Air between modem and PC

If you only have one computer and it is connected directly to your modem, follow these instructions:

- 1 Locate the Ethernet cable that connects your modem to your computer. Unplug the modem end of the cable and plug it into the **HOME** port of the Telo Air.
- 2 Use the included Ethernet cable and connect the **INTERNET** port of the Telo Air to your modem.
- 3 Reboot your modem and computer.



Connecting fax machines and other devices

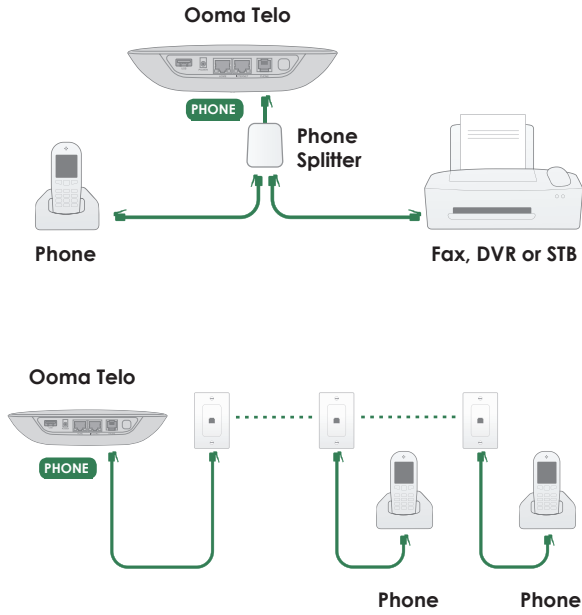
A standard phone splitter can be used to connect more than one device to the **PHONE** port.

Devices such as fax machines, digital video recorders (DVR) or set-top boxes (STB) use a phone line to make data calls. To complete these types of calls, you must dial \*99 prior to the destination phone number. A successful data transfer mainly depends on the speed and quality of your Internet connection.

To learn more, visit: [www.ooma.com/fax](http://www.ooma.com/fax)

Connecting your phone jacks

You can link the Ooma Telo Air to all the phone jacks in your home, allowing you to connect phones in multiple rooms.



**Note:** The **PHONE** port on the back of your Ooma Telo Air is not designed or certified for connecting to your phone company's wiring, whether through the phone jacks in your home or otherwise. In order to avoid an increased risk of fire and/or electrical shock, you must first completely and physically disconnect the telephone company's wiring outside of your house from the phone wiring that is inside of your house, **before** you plug your Ooma Telo Air into your phone jacks. Please visit [www.ooma.com/homedistribution](http://www.ooma.com/homedistribution) before you proceed with connecting your Telo Air to your phone jacks in this manner.

Add-Ons for Ooma Telo Air



Ooma HD3 Handset

Unlock the full power of your Ooma Telo Air. The HD3 Handset lets you enjoy:

- Two-inch color screen with picture caller-ID and Facebook profile pictures
- Unmatched clarity and lifelike sound quality of Ooma PureVoice™ HD
- Convenient access to voicemail, the Instant Second Line, and other enhanced features, right in your hand



Ooma Linx

Need to connect a fax machine or a second phone? The Linx allows you to:

- Wirelessly and securely extend the Ooma service to additional phones and devices anywhere in your home
- Configure it for use with your primary number or as a dedicated second line
- Connect fax machines and other devices via pass-through mode

Troubleshooting

logo is blinking red

A blinking red logo indicates that your Ooma Telo Air is not operational. It is normal for the logo to blink red for a couple of minutes during boot up. Otherwise, check the following to make sure everything is set up correctly:

- Verify that you have activated your device as described in **Step 1**. If you plugged in your device before going through the activation process, try rebooting it now.
- Check that your network cables are plugged in securely. Verify that the **INTERNET** port is connected to your router (or modem). The LED at the bottom right of the connector will be lit green if the cable is connected properly.
- Check that your Internet connection is working. Try connecting a computer to the **HOME** port and browse to [my.ooma.com](http://my.ooma.com). You should see the login screen for My Ooma. If not, troubleshoot your Internet connection.
- Try rebooting your Telo Air, modem, and router by pulling out the power and plugging them back in.

logo does not light up

Check that the AC adapter is plugged in and power is being supplied to the device.

You don't hear the Ooma dialtone

If the Ooma logo is blue but you don't hear a dialtone, check that your phone is correctly plugged into the **PHONE** port.

Incoming calls do not ring your home phone

When Do Not Disturb is turned on, the Ooma logo will light up purple and all incoming calls will go directly to voicemail without ringing your phones. To turn off the feature, press and hold the >> button or dial \*79 from your phone.

You are unable to hear your messages

Check that the speaker hasn't been turned off. Increase the volume level by pressing <>. The device will say what volume it has been set to.

Voice constantly breaks up

Voice quality is dependent on the speed and quality of your Internet connection.

For best results, Ooma recommends that you hardwire your Telo Air between the modem and router as shown in *Alternative Setup Option A*. This configuration allows phone calls to be intelligently prioritized over other network traffic. You can optimize how Ooma allocates bandwidth by connecting a computer to the **HOME** port, browsing to [setup.ooma.com](http://setup.ooma.com), then clicking on the **Advanced** tab.

Ooma Usage Guide

Basic Operation

Making and receiving calls

To place a call, pick up a phone connected to your Ooma Telo Air and dial a phone number.

To answer a call, pick up the phone when it rings as you normally would.

Call-waiting

Switch to a second incoming call by pressing the **Flash** key on your telephone handset. The current call will automatically be put on hold. To switch back, press the **Flash** key again.

Blocking caller-ID

Disable your caller-ID on outgoing calls by dialing \*67 before you dial out. To disable caller-ID for all calls, visit: [my.ooma.com/privacy](http://my.ooma.com/privacy)

911 emergency calling

In case of an emergency, dial 911 to reach first responders. For your safety, always keep your address up-to-date at: [my.ooma.com/address](http://my.ooma.com/address)

International and other calling services

A calling plan or prepaid balance is required to call outside the country. Visit [my.ooma.com/prepaid](http://my.ooma.com/prepaid) to get started. Then dial 011 followed by the country code and phone number. Your remaining time will be announced before the call completes.

**Note:** A prepaid balance is required for 411 calls.

Voicemail

Setting up

Pick up your phone and press the > key on the Ooma Telo Air. The system will walk you through setting up your PIN and recording a personal greeting.

Playing messages at home

When you have new messages, the > key will blink.

Press the > key to listen to your voicemail through the speaker. You can also listen to messages through your phone. Simply dial your own phone number and follow the voice prompts.

Checking voicemail remotely

There are three ways to check voicemail remotely:

- 1 **Phone:** Dial your Ooma number. When the call rolls to voicemail, press the \* key and enter your PIN.
- 2 **Online:** Listen to and manage your voicemail on the web at: [my.ooma.com/inbox](http://my.ooma.com/inbox)
- 3 **Email:** Forward your voicemail as an MP3 file to your email or mobile phone (requires Ooma Premier). Set up forwarding at: [my.ooma.com/voicemail](http://my.ooma.com/voicemail)

Changing voicemail settings

Pick up the phone connected to your Ooma Telo Air and press the > key.

From the main menu, select option 2: "Change your settings," then follow the instructions.

Identifying callers

Don't recognize the number? Enhanced Caller-ID will look up the caller's name from a national database so you'll have more than just the number to go by.

Monitoring your calls

Listen in as your callers leave their voicemail. The message will be played through the speaker in your Telo. Only answer the phone if you decide you want to take the call.

Setting up 911 notifications

Gain some peace of mind by setting up your Ooma system to send email or text message alerts whenever someone dials 911 from home. To set this up, go to: [my.ooma.com/911](http://my.ooma.com/911)

Using Ooma on your smartphone

Use your Apple or Android smartphone to make phone calls over any Wi-Fi or 3G/4G data connection with the Ooma Mobile app. To get started, go to: [my.ooma.com/mobile](http://my.ooma.com/mobile)

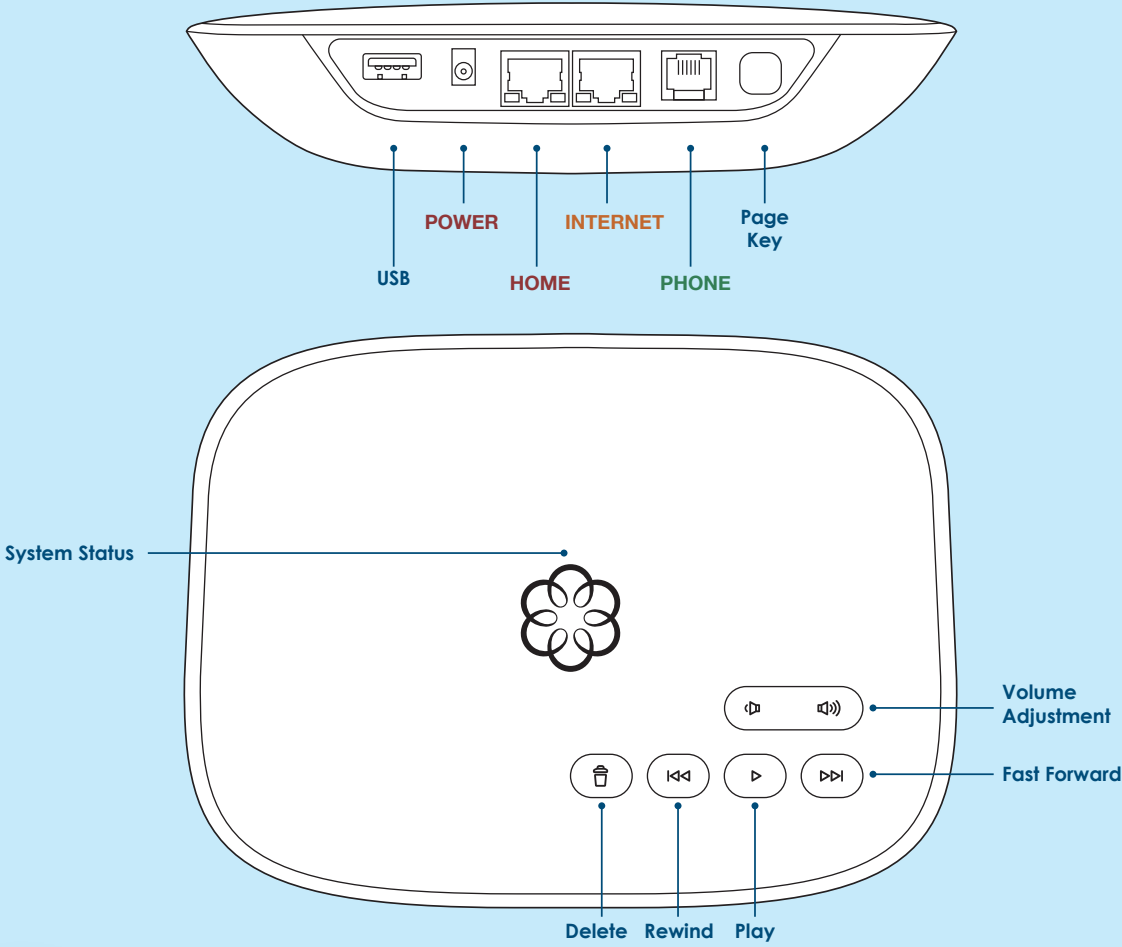
Turning off the ringer

Need some peace and quiet? Just press and hold the >> button or dial \*78 on your phone and all your calls will roll straight to voicemail. To deactivate Do Not Disturb, press and hold >> again or dial \*79.

And much, much more

Explore all the features and benefits of Ooma Premier: [my.ooma.com/premier](http://my.ooma.com/premier)

Quick Reference



Solid Blue System Status

Indicates your Ooma service is working. You will hear the Ooma dialtone and all services are operational.



Solid Purple System Status

Indicates your Ooma service is working and Do Not Disturb is enabled. All incoming calls will be directed to voicemail.



Blinking Purple System Status

Indicates your Ooma Telo Air is downloading a software upgrade. All services are unavailable. Do not unplug your Ooma Telo when it is in this state.



Blinking Red System Status

Indicates your Ooma service is not working. All services are unavailable. You will not hear any dialtone and will not be able to make or receive calls.



White System Status

Indicates your Ooma Telo Air is not powered on or that brightness is turned all the way down.



Play Key

Press to hear your voicemail messages. Press again to stop playback. Key will blink when there are new messages.



Fast Forward Key

During voicemail playback, press to skip to the next message. Press and hold to toggle Do Not Disturb.



Rewind Key

During voicemail playback, press to replay the current message. During voicemail playback, press twice to skip to the previous message. Press to adjust brightness of the system status lights.



Delete Key

During voicemail playback, press to delete current message.



Volume Adjustment Key

Press to adjust the volume level.

Page Key (on rear of Telo)

Press to locate your Ooma handsets.

Press-and-hold for three seconds to register a new cordless Ooma device such as an HD2 Handset or Linx.